

Iowa Medicaid Member Programs



Program Overview

Disease Management:

The Iowa Medicaid Disease Management program focuses on high-risk, high-cost adult and child members with multiple chronic conditions. In Iowa, this high-risk and high-cost population represents 5% of Iowa Medicaid enrollment and approximately 30% of all of Iowa's Medicaid expenditures.

Maternity:

The Iowa Medicaid Maternity program includes a telephone outreach program for Medicaid members to provide support, education and counseling to improve healthy outcomes. Women who have had previous maternity complications or medical conditions who may be at high risk with their pregnancy qualify for this program.



Program goals include:

Early identification and engagement:

- Health Coach to assist members with coordination of care to provide better health outcomes for participants with pregnancy or with chronic disease issues
- Focus on enhanced care coordination to help prevent Ambulatory Care Sensitive (ACS) hospitalizations, non-emergent ER use, and hospital readmissions within 30 days of discharge
- Immediate reinforcement of discharge plan with care coordination for those members at highest risk
- Ensure rapid outpatient follow up, adherence of prescribed medications, transportation, and stable housing

Targeted, Coordinated Intervention

- Work with each member as an individual based on that member's needs (medication adherence, appointment scheduling, transportation needs, and any other coordination of care that is identified)
- Support members by locating and establishing a health home
- Educate participants on making responsible decisions about their healthcare
- Reinforce treatment plans developed by their healthcare provider
- Engage providers and community services on behalf of members

Outcomes

- Decrease and prevent inpatient hospital re-admissions in this 5% of population who account for 80% of all of Iowa's Medicaid readmissions
- Decrease preventable hospitalizations as well as avoidable emergency room visits
- Improve Maternal Health and Quality outcomes
- Reduce uncoordinated Care and Medicaid expenditures/costs

For questions or referrals please call Iowa Medicaid Member Services at 800-338-8366. Fax: 515-256-4626